



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

DIR-SDD-535, APPENDIX C SERVICES & PRICING

The following Not-To-Exceed prices are “per seat per year” for the Provisioning of Equipment and Procurement Services for the computers defined in the Specifications and Standard Configuration documents below:

Desktop configurations:

Desktops		
Components	Low End-User	High End-User
Chassis Style	Small Form Factor	Minitower
Chip	Intel Pentium D or AMD equiv.	Intel Pentium D or AMD equiv.
Processor/Clock Speed	915/2.80GHz (P4 3.2GHz equiv.)	945/3.4GHz (P4 3.4GHz equiv.)
Memory	1GB	2GB
Hard Drive	80GB	160GB
Optical Drive	DVD+/-RW with software	DVD+/-RW with software
Operating System	MS Win XP Pro	MS Win XP Pro
Network Card / Sound	Integrated	Integrated
Video/Graphics	Integrated	128MB
Speakers	Internal	Internal
Floppy Drive	No	No
Keyboard	Standard 104+ USB	Standard 104+ USB
Mouse	2 Button Entry w/Scroll USB	2 Button Entry w/Scroll USB
Warranty	3 yr NBD	3 yr NBD
Options		
None	N/A	N/A
Assumptions		
Term of Agreement	3 years	3 years
Payment Terms	1 payments per year (total of 3 payments)	1 payments per year (total of 3 payments)
Requested Pricing	priced per seat/end-user per each configuration, to include shipping	priced per seat/end-user per each configuration, to include shipping
Quantity Needed	1	1
Northrop Grumman's Response *		
Pricing Per Seat	\$29/seat/month For each of 36 months	\$35/seat/month For each of 36 months
Payment Per Term Stated (1 payments of "X" per year)	\$348/year 1 st payment \$348/year 2 nd payment \$348/year 3 rd payment	\$420/year 1, 1 st payment \$420/year 2, 2 nd payment \$420/year 3, 3 rd payment
3 Year Total	\$1,044	\$1,260



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

Notebook configurations

Notebooks		
Components	14" Notebook	15" Notebook
Chip	Intel CoreDuo or AMD equiv.	Intel CoreDuo or AMD equiv.
Processor/Clock Speed	T 2300 1.66 (P M 1.86 equiv.)	T 2400 1.83 (P M 2.0 equiv.)
LCD Resolution	WXGA	WXGA
Memory	1GB	1GB
Hard Drive	60GB	60GB
Optical Drive	DVD+-RW with software	DVD+-RW with software
Operating System	Win XP Pro	Win XP Pro
Modem	Internal 56k	Internal 56k
Network Card	Integrated	Integrated
Sound / Graphics	Integrated	Integrated
Floppy Drive	No	No
AC Adapter / Battery	Yes	Yes
Wi-Fi (802.11) miniPCi card	Integrated 802.11b/g	Integrated 802.11b/g
Warranty	3 yr NBD	3 yr NBD
Options		
None	N/A	N/A
Assumptions		
Term of Agreement	3 years	3 years
Payment Terms	1 payments per year (total of 3 payments)	1 payments per year (total of 3 payments)
Requested Pricing	priced per seat/end-user per each configuration, to include shipping	priced per seat/end-user per each configuration, to include shipping
Quantity Needed	1	1
Northrop Grumman's Response		
Pricing Per Seat	\$45/seat/month For each of 36 months	\$47/seat/month For each of 36 months
Payment Per Term Stated (1 payments of "X" per year)	\$540/year 1, 1 st payment \$540/year 2, 2 nd payment \$540/year 3, 3 rd payment	\$564/year 1, 1 st payment \$564/year 2, 2 nd payment \$564/year 3, 3 rd payment
3 Year Total	\$1,620	\$1,692



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

Northrop Grumman's base offering for Provisioning of Equipment and Procurement Services does not include any of the following services:

Asset Management Services

Break/Fix Maintenance Services—Vendor Owned Equipment

Unwind/End of Engagement Services

With the Provisioning of Equipment and Procurement Services, Northrop Grumman will provide the customer with an electronic spreadsheet containing the following information: serial numbers, dates of delivery, termination dates, and delivery addresses for all assets provisioned to the customer. With the purchase of Asset Management Services, Northrop Grumman will develop and provide additional services with mutually agreed to SLAs to match the customer's specifications to track or maintain a central database for customer assets. Pricing was provided for this service by Northrop Grumman on a per hour basis to provide flexibility to all customers to meet their unique requirements and environment.



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

Service Category and Service Levels	Descriptions	Pricing Units
Help Desk Services	Manage and supply a toll-free telephone number, email address, or web-based application for a Customer to report maintenance issues, trouble-tickets, and receive how-to assistance and training as necessary. Process includes timely confirmation of receipt of all Customer reports and a resolution status of all service requests submitted. Varying Service Levels offer 8x5 services with varying SLAs for Average Speed to Answer, First Call Resolution, and Answer rates.	
Service Levels	Basic Level SLA	\$16.75/seat/month
	Standard Level SLA	\$19.50/seat/month
	Enhanced Level SLA	\$21.75/seat/month
On-Site Support and Moves/Adds/Changes (MACs) Services	Provide day-to-day 8x5 technical on-site support services, to include, but not be limited to: option of Vendor staff residing at a Customer location, assisting with complex problem identification, resolving complex issues which can not be resolved by assistance of the help desk, installation of emergency hardware/software fixes, troubleshooting, physical relocation of equipment, continuing equipment modifications or upgrades, installation/de-installation, packing/unpacking of equipment, and swaps/replacement of equipment. Vendor can provide the services for volume-based projects that affect several end-users or multiple sites. Varying Service Levels offer fixed monthly pricing structure for customers who need only support for moves and changes for one or more sites.	
	On-site Support Services	\$68.00/hour
Service Levels	Basic Level SLA–Moves & Changes	\$3.00/seat/month
	Standard Level SLA–Moves & Changes	\$5.00/seat/month
	Enhanced Level SLA–Moves & Changes	\$7.00/seat/month
Remote Support Services	Manage and provide Vendor remote support to “take over” and support a piece of equipment from a centralized location by Vendor personnel. Vendor provides phone support to assist in resolution of problems from a remote location.	Remote Support Services is included as part of both help desk services and break/fix/ maintenance services– vendor-owned equipment
Network Management Services	Manage and provide services for network related issues, to include, but not be limited to: connectivity troubleshooting, eliminating bottlenecks, and monitoring. Telecommunications connectivity services will be achieved through the DIR consolidated telecommunications system, TEX-AN. Varying Service Levels offer services ranging from 8x5 to 24x7, monitoring/alerting to full management of devices. NTE pricing based on 100 seats and reduces significantly with higher seat counts.	
Service Levels	Basic Level SLA	\$5.25/seat/month
	Standard Level SLA	\$5.50/seat/month
	Enhanced Level SLA	\$17.50/seat/month
Software Services	Manage services for software to include, but not be limited to: software configuration management,	



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

Service Category and Service Levels	Descriptions	Pricing Units
	patches, automated distribution, imaging creation, and imaging implementations. Varying Service Levels offer services ranging from 8 to 24 hours for ESD turnaround and 1 to 8 image creation/updates per year. NTE pricing based on 100 seats and reduces significantly with higher seat counts.	
Service Levels	Basic Level SLA–ESDs	\$28.75/seat/month
	Standard Level SLA–ESDs	\$50.25/seat/month
	Enhanced Level SLA–ESDs	\$64.75/seat/month
	Basic Level SLA–Image Creation	\$5.75/seat/month
	Standard Level SLA–Image Creation	\$21.75/seat/month
	Enhanced Level SLA–Image Creation	\$43.25/seat/month
Asset Tracking Services	Maintain a central asset management system to maintain tracking of Vendor owned equipment to include, but not be limited to: physical location, user, software licenses, maintenance records, and end of Agreement term dates. Information will be updated as necessary to account for MAC, maintenance, and deskside support. The system will also integrate to other systems used to track services that are provided on Customer owned equipment. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	
Service Levels	Basic, Standard, and Enhanced Level SLA	\$57.00/Hour
Security Services	Manage security services as applicable to the equipment provided under Provisioning of Equipment and Procurement Services. To include, but not be limited to: firewalls, passwords, and data protection, equipment shipped in a default secure configuration, and option to keep a hard drive is required within the applicable equipment configuration. NTE pricing based on 100 seats and reduces significantly with higher seat counts.	
Service Levels	Basic, Standard, and Enhanced Level SLA	\$45.00/seat/month
Training	Provide equipment and workflow training beyond help desk provided training as necessary to end users to fully take advantage of the Services being provided. Training services may include, but not be limited to: classes, instructional sheets, user guides, and other related documentation as part of the Services implementation and on an ongoing training/refresher/updated technology basis. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	
Service Levels	Basic, Standard, and Enhanced Level SLA	\$100.00/hour
Standard and Ad Hoc Reporting and Documentation	Produce various types of reports via online or hard copy as beyond those provided as Standard reports included with each service. Vendor will allow a Customer's authorized end-user to have electronic access to view and query Vendor's standard reports. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	
Service Levels	Basic, Standard, and Enhanced Level SLA	\$100.00/hour
Unwind/End of Engagement Services	Provide Project Management services to manage the de-installation and packaging of Vendor provided equipment, to include but not be limited to: providing a plan to manage the unwind of the	



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

Service Category and Service Levels	Descriptions	Pricing Units
	services, and removal of hard drives to be left with a Customer for destruction. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	
Service Levels	Basic, Standard, and Enhanced Level SLA	\$100.00/hour
Break-Fix/Maintenance Services– Vendor Owned Equipment	Provide break/fix hardware maintenance support services for equipment owned and provided by Vendor. Varying Service Levels offer 8x5 services with varying customer response and return to service SLAs. All Service Levels cover every zip code within the state of Texas.	
Service Levels	Basic Level SLA	\$6.00/seat/month
	Standard Level SLA	\$9.00/seat/month
	Enhanced Level SLA	\$12.00/seat/month
Break-Fix/Maintenance Services– Customer Owned Equipment	Provide break/fix hardware maintenance support services for equipment owned by the Customer. Varying Service Levels can be offered including 8x5 or 24x7 services with varying customer response and return to service SLAs. All Service Levels cover every zip code within the state of Texas. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	
Service Levels	Basic, Standard, and Enhanced Level SLA	\$68.00/hour

Service Category and Service Levels	Descriptions	Pricing Units
Other Additional Services		
Full-Service Customer Support Center (help desk)	Help desk services with responsibilities for all infrastructure, applications, services, and end-user devices utilizing a single-point-of-contact. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$85.00/Hour
Network Services	Network Services include support of network facility audits and documentation, data/telecom planning and consulting, network performance analysis, and optimization security services. Services can include, but are not limited to: complex data network designs and enhancements, advanced analysis, benchmarking. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$175.00/hour
Technical Support Services	Technical Support Services include but are not limited to: technology presentations, white papers, product comparisons specifying feature/function/benefits analysis, product configurations, and demonstration. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$135.00/hour
Application Support Services	Application Support Services include but are not limited to: requirements definition and specification, design, database services, custom code generation and development, testing and validation, implementation and support of COTS and legacy applications. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$135.00/hour
Network Audits/Benchmarking And Assessments (Security Services)	Service includes the planning, implementation, and management of highly secure networks. Services include but are not limited to: security	\$175.00/hour



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

Service Category and Service Levels	Descriptions	Pricing Units
	assessments, penetration testing, architecture analysis, security compliance auditing, security strategy and planning, and security architecture design. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	
IT Hosting and Operational Services	IT Hosting and Operational Services are designed to fit customer-specific requirements, and include but are not limited to: Availability Management, Batch Management, Capacity Management, Change Management, Performance Management, Problem Management, Recovery Management, Configuration Management, and Disaster Recovery Services. Pricing is offered per hour to provide maximum flexibility to meet customer requirements.	\$135.00/hour

	Provisioning Equipment and Procurement Services
1	Factory Imaging is not included in the cost build up for Provisioning
2	Terms and Conditions in contract provide for cost to customer for early returns, condition of equipment upon return
3	No PC software is included in the cost build-up
4	4 year standard manufacturer's warranty was provided for all configurations per the RFO specification. However, the lease period for Customer 1 is 36 months. The 4th year of the standard manufacturer's warranty would not be used by the DIR customer.
5	Includes cost of initial shipment from factory and return shipping cost at end of contracted service. Does not include de-installation labor, packing labor, or packing materials.
6	No insurance is provided for damaged or stolen equipment.
8	Break/fix maintenance is not included in the Provisioning Services pricing.
9	Break/fix services for notebook computers may be slightly higher than break/fix services for desktop computers due to the higher cost of spare parts.
10	Customer agrees to negotiate with Northrop Grumman on terms and conditions surrounding start and termination dates of the provisioning services.
11	Customer is responsible for any costs incurred due to customer changes or delays within 30 days of scheduled start date.
12	Warranty at a minimum, matches the period of performance for Provisioning Services.
13	Costs for return of provisioned equipment without a hard drive are not included.
	Full Service Customer Support Center (help desk) Services
1	Pricing is for labor only and does not include travel. Complete bill of materials to be provided with associated project plan and schedule at Customer request for pricing.
2	Rate based on help desk staff that have a moderate amount of knowledge and experience in performing analytical duties in projects of this nature. Help desk staff are capable of performing analytical work on tasks of moderate complexity.
	Network Services
1	Pricing is for labor only and does not include travel. Complete bill of materials to be provided with associated project plan and schedule at Customer request for pricing.
2	Rate based on network designer, CISCO certified Intercommunications engineer (CCIE).
	Technical Support Services
1	Pricing is for labor only and does not include travel. Complete bill of materials to be provided with associated project plan and schedule at Customer request for pricing.
2	Rate based on senior analyst staff who possesses extensive knowledge and experience in performing complex analytical duties in a variety of projects. Senior analyst staff have experience in supervising other



DIR Contract No. DIR-SDD- 535

Northrop Grumman Contract No. _____

	analyst staff in the conduct of their duties.
	Application Support Services
1	Pricing is for labor only and does not include travel. Complete bill of materials to be provided with associated project plan and schedule at Customer request for pricing.
2	Rate based on Software Developer who analyzes, implements, and supports applications using either UNIX or MS-NT operating systems.
	Network Audits/Benchmarking And Assessments (Security Services)
1	Pricing is for labor only and does not include travel. Complete bill of materials to be provided with associated project plan and schedule at Customer request for pricing.
2	Rate based on Network Designer, CISCO certified Intercommunications engineer (CCIE).
	IT Hosting and Operational Services
1	Pricing is for labor only and does not include travel. Complete bill of materials to be provided with associated project plan and schedule at Customer request for pricing.
2	Rate based on Senior Analyst staff who possesses extensive knowledge and experience in performing complex analytical duties in a variety of projects. Senior analyst staff has experience in supervising other analyst staff in the conduct of their duties.
	While the above list of assumptions is intended to be all-inclusive, it may not reflect the actual environment of DIR or customer. This list, however, is intended to be the baseline from which discussion and validation take place, resulting in a mutual understanding.